

## **AGENCY SCORECARD Q & A**

### **Scorecard Overview Report**

**Q1:** Where does the Median Income figure in the Scorecard Overview Report come from?

**A1:** Median income data comes from the 2000 US Census Report. See Agency Scorecard Report "US Census Data" for more information.

### **FoodShare Error Rates**

**Q2:** Where does the State get the information regarding error rates in the "FoodShare Error Rates" reports?

**A2:** FoodShare error rate data comes directly from the IMQA system.

### **Case Counts and Benefits Paid – CY2005**

**Q3:** Does the Case Counts information come from the Automated Case Directory?

**A3:** No. None of the reports in the Agency Scorecard come from the either ACD or from ACD-based data. All counts come directly from CARES databases.

**Q4:** What is the source for the benefits paid?

**A4:** FoodShare benefit data is taken from CARES and Medicaid benefit data is taken from MMIS.

### **Applications, Reviews, and Changes**

**Q5:** Is it possible to drill down in the "Applications, Reviews, and Changes" report, in order to get more detail?

**A5:** No, these are counts which are obtained directly from several CARES databases and the data does not contain case specific information.

### **Application Timeliness**

**Q6:** How does the State define Timeliness for this report?

**A6:** "Timeliness" equals seven (7) days from the request date for Expedited Issuance FoodShare, and equals the verification due date or 30 days from the request date (whichever is later) for Regular Issuance FoodShare and MA.

**Q7:** How does the State define Untimely for this report?

**A7:** "Untimely" equals the second working day after the above (see A6).

**Q8:** Is the "Verification Due" date calculated, and if so, how?

**A8:** This date is taken directly from CARES verification due data. It is not calculated separately for purposes of this report.

**Q9:** What is the difference between "Not Processed" and "Not Confirmed" on the Timeliness Detail Report?

**A9:** "Not Processed" are those Assistance Groups (AGs) for which SFEX/SFED has not yet been initiated. "Not Confirmed" are those AGs for which SFEX/SFED has been initiated but where confirmation has not yet occurred.

**Q10:** What happens when the timeliness date falls on a weekend or a Holiday?

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- A10:** EXAMPLE: If the timeliness date = Jan. 25 then a confirmation date of Jan. 26 is timely and a confirmation date of Jan 27 (or later) is untimely. In this example, if Jan.25 is a Friday or Saturday, then Monday Jan. 28 is timely and Tuesday Jan. 29 (or later) is untimely. Further, if Monday Jan. 28 is a Holiday then Tuesday Jan. 29 is timely and Wednesday Jan. 30 (or later) is untimely.
- Q11:** If DDB AGs are excluded from the timeliness determination, why are they shown on the Summary portion of the Timeliness Reports?
- A11:** DDB AGs are excluded from the Timeliness score calculation. They are included in the report for informational purposes only.
- Q12:** Could we get an explanation of what Not Processed and Not Confirmed with 0 days overdue means?
- A12:** The Days Overdue number displaying on the "Timeliness Detail" report is calculated by looking at request date, verification due date (if one exists) and confirmation date. Not Processed and Not Confirmed AGs have never been confirmed and thus show 0 as the days overdue, since there is no confirmation date against which to calculate the number of days overdue.
- Q13:** How can these cases be counted against an agency if the customer never followed through with the application process?
- A13:** The requirement to make a determination on a request is the same for all cases. There is still the requirement to make a timely determination, even in those instances when the determination is a denial due to client failure to follow-through.
- Q14:** Why do cases which have a timely confirmation appear on the detail report as untimely? NOTE: Case examples were provided.
- A14:** In all instances we have reviewed, this occurs when the worker unnecessarily updates the initial request date without having made a determination (i.e., confirming) on the initial request.
- EXAMPLE:** Client requests MA on 12/8. Worker does intake on 12/14, and when the MA Program Request page is scheduled, the worker updates the program request date to 12/14, runs SFEX and confirms. This leaves an unprocessed eligibility episode for the 12/8 request. The 12/8 request shows up as an untimely MA AG for this case with a status of "Not Processed".